

# Pavithra Chandrababu

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## Profile Summary

- Having **9+ years** of Professional IT Experience in Zuora as a **Technical Consultant/Implementation Consultant/Business Analyst/Administrator/Developer** in Infosys Limited.
- Experience in Oracle SQL, PL/SQL Development, Production/Application Support and Unix.
- Experience in **ITSM** best practices with an emphasis on Incident Management, Problem Management, Change management, Service Level Management, Request Management, Release Management.
- Experience handling tickets in **JIRA, Zendesk** and **ServiceNow** applications.
- Experience in Zuora Billing Configuration, Administration, Subscription Management Including Creation, Amendments Customization, Data Migration, Zuora System Integration with External Tax engines like **Avalara, Vertex**.
- Experience in **Z-Developer** tool handling Data Migrations within Entities and CRUD activities.
- Experience in Zuora Revenue Configuration, Administration, Customization on PLSQL Packages, POB Creation, SSP Analyzer, Variable Considerations, Contract Modifications and Setting Revenue Recognition Rules in **Z-RevPro**.
- Experience in **Zuora REST and SOAP APIs**. Experience in configuring email templates, invoice templates, payment gateways.
- Experience in Zuora callouts and **Z-Connect Apps**.
- Experience in creating custom events triggers and Bulk Data API execution Via **POSTMAN**.
- Sound Knowledge on **Z-Billing, Z-Payments, Z-Finance** modules.
- Sound knowledge on **Product catalog** and **Z-Reports**.
- Experience in Zuora CPQ: **Z-Quotes** and **Z-360** managed packages on salesforce.
- Equipped with strong experience in **Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications and Application Design**.
- Extensive experience in gathering **Business and functional Requirements**, developing Use Cases and Use case diagrams using **Unified Modeling Language (UML)**, conducting **Gap Analysis**, good understanding of **Class diagrams and Sequence diagrams**, good understanding of tractability matrix & **Version control**.
- Experienced in **Scoping Phase, Gap Analysis, Testing, Training and Implementation Phase** with Zuora.
- Dedicated, quick learner with strong sense of responsibility, work flexibly and quickly adapt to dynamic environments professionally.
- Strong understanding of **Test Plans, and Test Scripts** and actively involved in **User Acceptance Testing (UAT)** and training of end users in some of the projects.
- Experience in the **Agile, Waterfall** Development Life Cycle methodologies.
- Experience in writing **Business Requirements Document (BRD)**, **Functional Requirement Document (FRD)**, **Technical Design Document (TDD)**, User Guides, and PowerPoint Presentations.
- Excellent Documentation, **Presentation, Process Management, Analytical, strategic planning** and **decision-making skills** with strong communication skills and problem-solving skills.

Certifications



## Professional Experience:

Sept 2019 – Till date, Technology Lead

Infosys Ltd, India

### Project 1: Segment

#### Client: Twilio Inc(Onsite-Canada)

This project was about implementing a Subscription Model for Customer Data Platform that helps collect, clean, and Activate customer Data. Also allows Segment customers subscribe to all Plans available.

#### **Responsibilities:**

- Played a role of **Zuora Business Analyst** and assisted the client in setting up of Zuora and integration with their Web Portal.
- Responsible for driving the end-to-end business process.
- Developed Order Fulfillment strategy that led to the increase in revenue by 10 percent annually and reduced order fulfillment times by 12 percent.
- Responsible for preparing Process flow and Integration diagrams with external systems.
- Responsible for gathering **Business and functional Requirements**, developing Use Cases and Use case diagrams using **Unified Modeling Language (UML)**.
- Revamped the Product Catalogue architecture data model.
- Involved in End-to-End development and support to the customer.
- Handled Priority tickets raised in **JIRA** and adhered to the SLA Deliverables.
- Created many KB Articles for the recurring issues of Zuora and provided KT to the team members.
- Created several critical and simple **workflows** like
  - a) Transfer Price Implementation(Apply TP calculation for Original Orders based on the critical term conditions )
  - b) Dunning Workflow(Send notifications for Multiple Invoice past due scenarios)
  - c) Minimum commitment workflow - To create and apply credit memo against usage based invoices(To create and apply credit memo against usage based invoices)
  - d) Adyen SFTP Settlement Report Processing Workflow(Create a report for the successful payments processed by downloading SFTP files from Adyen)
  - e) On Demand Pay by Link Workflow(Generate a new Paylink and Regenerate if link expired > 90 days )
  - f) Twilio Ireland - Entity Migration – Hourly(To migrate new EU accounts to Twilio Ireland Entity, Invoice Template, and Payment Gateway)
  - g) Update Usage(Updating usage by usage totals by Usage Id)
- Integrated **Adyen gateway** with Zuora.
- Automated Zuora Order/Subscription creation using Infosys Tool ITAF.
- Worked on **Invoice Templates** and **Quote templates** and provided **API Consulting** to the customer.
- Implemented automated settings migration from sandbox to production.

### Project 2: SendGrid

#### Client : Twilio Inc(Onsite-Canada)

This project was about implementing a Subscription Model for customer portal that allows SendGrid customers subscribe to communication platform for transactional and marketing email. Customers can use Miele App to subscribe to services.

**Responsibilities:**

- Played a role of **Zuora Developer** and assisted the client in setting up of Zuora Integrations and Workflow Development for critical business requirements.
- Steered business meetings with key stakeholders.
- Architected the Process flow and Integration diagrams with external systems.
- Responsible for gathering Business and functional Requirements, developing Use Cases and Use case diagrams using Unified Modeling Language (UML).
- Spearheaded in End-to-End development and support to the customer.
- Created several critical and simple **workflows** like
  - a) Schema Ireland - Entity Migration – Monthly.
  - b) Trigger Notification for Active and Cancelled Subscriptions.
- Handled Priority tickets raised in **ServiceNow** and adhered to the SLA Deliverables.
- Created many KB Articles for the recurring issues of Zuora and provided KT to the team members.
- Integrated **Stripe gateway** with Zuora.
- Implemented Workflows to automate the business process (Dunning, Payment integration to finance systems)

### **Project 3: Siemens Healthineers**

#### **Client : Siemens Industry**

This project was about implementing a Subscription Model for customer portal that allows Siemens HealthCare customers subscribe to HealthCare related Products and services. TeamPlay portal provides all the features like Account Dashboard, Subscription, Invoices, FAQ etc.

#### **Responsibilities:**

- Played a role of a **Technical Consultant and Zuora Workflow Developer** and assisted the client in setting up of Zuora and integration with their TeamPlay portal.
- Enabled the customers on setting up of Product Catalogue's and Finance integrations.
- Responsible for leading a team of 6 Technical consultants.
- Architected the Process flow and Integration diagrams with external systems.
- Responsible for gathering Business and functional Requirements, developing Use Cases and Use case diagrams using Unified Modeling Language (UML).
- Spearheaded in End-to-End development and support to the customer.
- Integrated **Avalara Tax Engine** with Zuora.
- Created several critical and simple **workflows** like
  - c) Notify when duplicate order is found
  - d) IB Workflows
  - e) Transfer Price
- Worked on Invoice Templates and provided **API Consulting** to the customer.
- Handled Priority tickets raised in **ServiceNow** and adhered to the SLA Deliverables.
- Created many KB Articles for the recurring issues of Zuora and provided KT to the team members.
- Implemented Workflows to automate the business process (Chargebacks, Address Validations, TransferPrice Calculation)

**Project 1:RiverBed**

This project was focused mainly on Creating Custom Packages for DocuSign Application and Revenue Recognition Services.

**Responsibilities**

- Played a role of a **Lead Technical Consultant and Zuora Revpro Developer** and assisted the client in setting up of Zuora RevPro and integration.
- Created Revenue Contracts based on RC grouping templates.
- Created POBs based on the Business Requirement of Revenue releases.
- Worked on Contract Modifications to handle the Fluctuations on Product's Ramp.
- Created Custom Event templates based on the Revenue release requirement.
- Configured **Salesforce.com CRM with Zuora CPQ** to facilitate CPQ implementation and operation.
- Prepared Products, Accounts, and Opportunities and Amendments to integrate with quote process.
- Created user stories, process workflows and data models to support configuration development.
- Worked on different **Z-Connect Apps like Lock Box, Avalara Tax integration, Workflows, GS Segmentation**
- Worked in **three different production instances** within the account, involved in various configuration and setup activities and in production support.
- Involved in kick-off, requirement gathering workshops, scoping and delivery calls for the customers.
- Implemented Bulk APIs, REST APIs.
- Handled Priority tickets raised in **ZenDesk** and adhered to the SLA Deliverables.
- Created many KB Articles for the recurring issues of Zuora and provided KT to the team members.
- Designed **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
- Used declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
- Prepared data migration plans from external systems using Zuora Connect
- Worked on **Zuora Reports**.

Sep 16 –May 18,

Associate Engineer

Cognizant India Pvt Ltd,

**Project 1: Vista**

This project was about Adding Services to the Insurance to the application.

**Responsibilities:**

- Played a role of **PLSQL Developer** and created PLSQL Packages for creating new services to the insurance.
- Involved in End-to-end development and support to the customer.
- Involved in Data Loading using SQL\*Loader calling UNIX Scripts.

Aug 13 – Aug 16,

System Engineer

Capgemini, India

**Project 1: ClaimSure**

**Client: GE HealthCare**

GE Healthcare provides Healthcare solutions to Michigan City. ClaimSure made all the claims to be processed and investigated under certain conditions.

**Responsibilities:**

- Developed Logical and physical dataflow for ETL applications.
- ETL Mapping, Maplets Workflow, Worklets using Informatica PowerCenter.
- Creation of Unix Shell scripts for automation of various existing manual Processes.
- Created PLSQL Packages, Procedures, Cursors, Functions and Complex SQL Queries.
- Worked in Requirement gathering - Estimation - Preparation of design document - Unit test plans– Manual document preparation - Changesets and deployment process - QA testing.

**Achievements:**

- Awarded as “Shining Star-2015” for Technical Knowledge in CG.
- Awarded as “Icon of the Month-2016” for Quick Learning and Zero-Defect Deliverables.

**Education:**

- B.E. in Electronics and Communication Engineering from Anna University in 2013, with CGPA: 7.6
- Distance M.B.A HR from Annamalai university.

**Personal Details:**

- Date of Birth: 07/06/1992
- Languages Known: English, Tamil, Hindi.

**Technical Skills:**

- Languages: Oracle PLSQL, SQL, Unix, Liquid Language.
- Tools/Technologies: Salesforce, Siebel CRM, Zuora Billing/Revenue, NetSuite, Avalara
- Database: Oracle 11g, MySQL
- ITSM Applications: ServiceNow, JIRA, Zendesk